"We Help Put America Through School"
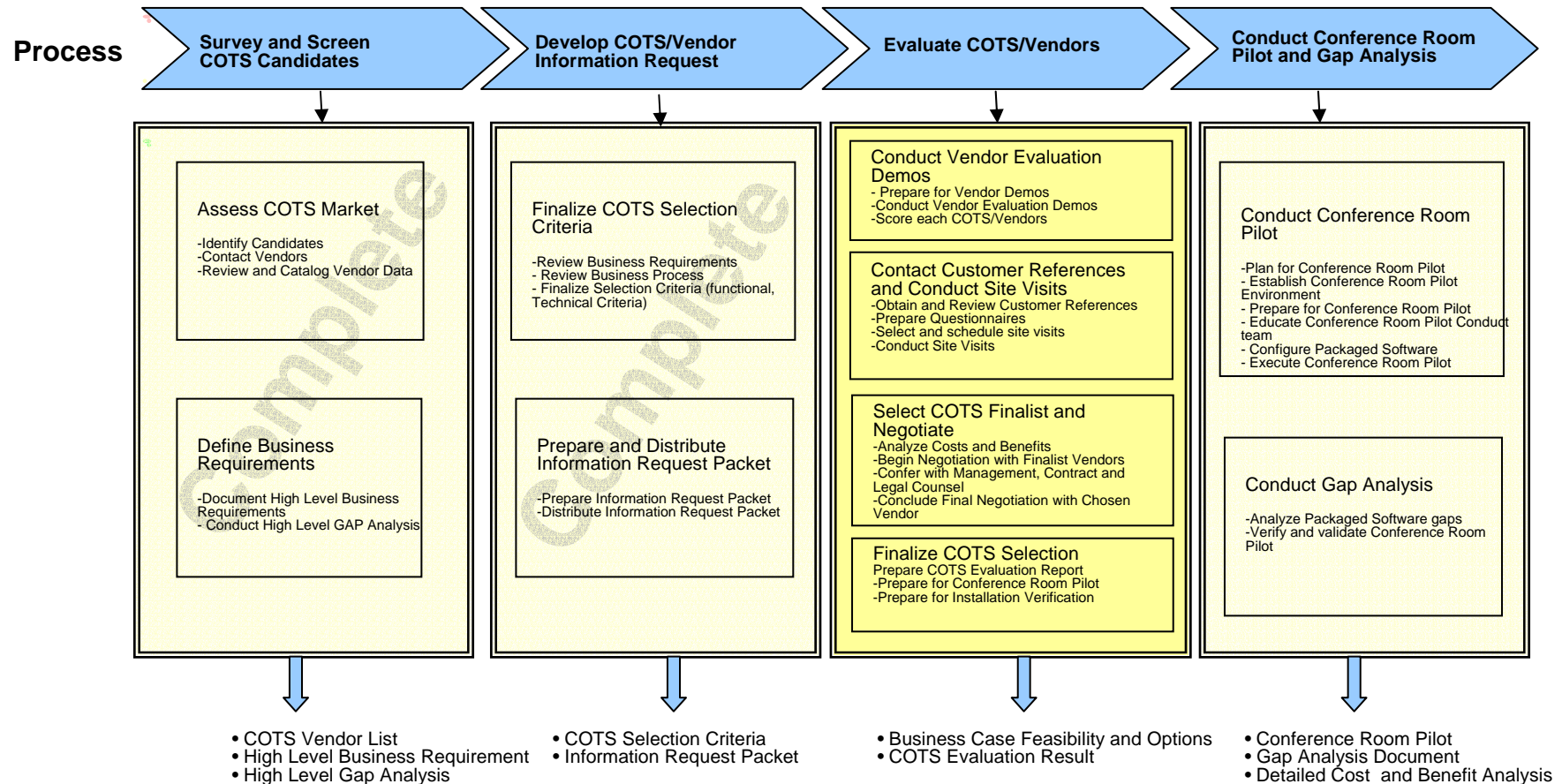
Deliverable 91.1.1 - COTS Package Selection Appendices

DMCS Replacement Project

January 21, 2002

COTS Selection Process

The Mod Partner has followed a well documented, detailed COTS Selection process to arrive at the recommendation. The COTS Evaluation Result will be validated through the next phase, the Conference Room Pilot.

Process

Survey and Screen COTS Candidates	Develop COTS/Vendor Information Request	Evaluate COTS/Vendors	Conduct Conference Room Pilot and Gap Analysis

Assess COTS Market

-Identify Candidates
-Contact Vendors
-Review and Catalog Vendor Data

Define Business Requirements

-Document High Level Business Requirements
- Conduct High Level GAP Analysis

Finalize COTS Selection Criteria

-Review Business Requirements
- Review Business Process
- Finalize Selection Criteria (functional, Technical Criteria)

Prepare and Distribute Information Request Packet

-Prepare Information Request Packet
-Distribute Information Request Packet

Conduct Vendor Evaluation Demos
- Prepare for Vendor Demos
-Conduct Vendor Evaluation Demos
-Score each COTS/Vendors

Contact Customer References and Conduct Site Visits
-Obtain and Review Customer References
-Prepare Questionnaires
-Select and schedule site visits
-Conduct Site Visits

Select COTS Finalist and Negotiate
-Analyze Costs and Benefits
-Begin Negotiation with Finalist Vendors
-Confer with Management, Contract and Legal Counsel
-Conclude Final Negotiation with Chosen Vendor

Finalize COTS Selection
Prepare COTS Evaluation Report
-Prepare for Conference Room Pilot
-Prepare for Installation Verification

Conduct Conference Room Pilot

-Plan for Conference Room Pilot
- Establish Conference Room Pilot Environment
- Prepare for Conference Room Pilot
- Educate Conference Room Pilot Conduct team
- Configure Packaged Software
- Execute Conference Room Pilot

Conduct Gap Analysis

-Analyze Packaged Software gaps
-Verify and validate Conference Room Pilot

• COTS Vendor List
• High Level Business Requirement
• High Level Gap Analysis

• COTS Selection Criteria
• Information Request Packet

• Business Case Feasibility and Options
• COTS Evaluation Result

• Conference Room Pilot
• Gap Analysis Document
• Detailed Cost and Benefit Analysis

Summary of Events

Major Events	Date
DMCS Replacement Kick-off meeting	11/26/01
Weekly Project Status Meetings (Tuesdays)	12/04/01 - Present
Trips to Regions	
Chicago	12/10/01 - 12/11/01
San Francisco	12/12/01 - 12/14/01
Atlanta	12/17/01 - 12/18/01
Information Request packets issued to vendors	12/21/01
Review with Private Collection Agencies	01/04/02 - 01/07/02
Information Request packets returned from vendors	01/07/02
Evaluator Preparation Meeting	01/08/02
Vendor Work Sessions	
London Bridge	01/09/02
Raytheon	01/10/02
Evaluation Demonstrations	
London Bridge	01/11/02
Raytheon	01/14/02
Evaluator Review/Reconciliation Meeting	01/15/02
Management Council	01/18/02
COTS Package Selection Deliverable Due Date	01/21/02

Vendor Work Session Agenda

In an effort to help the vendors prepare for their Evaluation Demonstrations, the Mod Partner Team held all-day work sessions with both vendors. Our goals during the sessions were to

- Provide an overview of current system functionality
- Review SFA terminology and history
- Establish the itinerary for the Evaluation Demonstration
- Prep the evaluators on the group's expectations

The agenda for the days was as follows:

- Introduction
- Glossary of Terms
- Process Overview
- Lunch
- Prepare Product for SFA Demonstration
- Map Between Product & RFI
- SFA Demonstration Sequence
- Closing

Evaluation Demo Agenda

To facilitate the meeting, and simplify the evaluator's task, the Evaluation Demonstrations followed the same format, which was based on the Information Request document. The vendors were asked to tailor their presentations to this outline.

The agenda for the meetings was as follows:

- Welcome
- Introductory Presentation
    - General Company Information
    - Product Pricing
    - Technical and Application Architecture
    - Implementation/Installation
    - Support and Training

- System Demonstration
    - Business Functionality
    - System Functionality
    - Security

- Q&A

Vendor List and Status

The DMCS Replacement Project considered ten collections and recovery software products and two decision support software packages. Since SFA Collections' core competencies are collections through Federal tools and PCA performance management, the focus was placed on capabilities in data transfer and management tools.

Company Name	Product Name	Status	Date
American Management System (AMS)	• Computer Assisted Collection System (CACS Enterprise) • Strata Enterprise	Eliminated	8/10/01
London Bridge	• Collection Manager • Recovery Management System (RMS)	Retained for final COTS selection	1/18/02
Total Systems Services (TSYS)	• VU Point • National Attorney Network (NAN) • Teleskip	Eliminated	8/10/01
PaySys International	• Collection, Tracking and Analysis System (CTA)	Withdrawn	12/10/01
Towne Services	• Collection Works	Eliminated	8/10/01
BillMatrix Inc.	• BillMatrix	Eliminated	8/10/01
BFrame Inc.	• BFrame 2000	Eliminated	8/10/01
Ontario Systems	• Flexible Automated Collection System (FACS)	Eliminated	8/10/01
Fair, Isaac & Company	• Triad Adaptive Control System	Withdrawn	8/01/01
Raytheon	• Debt Management System (DMS)	Retained for final COTS selection	1/18/02
Seisint (formerly known as eData)	• Accurint	Eliminated	8/10/01
HNC	• Capstone – Decision Manager • Capstone – Model Manager • Capstone – Strategy Manager	Eliminated	8/10/01

Vendor List and Status continued

An initial software gap analysis was conducted based on system capability vs. high-level business requirements. The top four choices were:

- Collection, Tracking and Analysis System (CTA) by PaySys International

- Computer Assisted Collections Systems (CACS Enterprise) by American Management Systems

- Recovery Management System (RMS) by London Bridge

- Debt Management System (DMS) by Raytheon

PaySys International withdrew from further consideration due to its inability to meet detailed requirements.

American Management Systems (AMS) was excluded from further consideration due to a $350 million lawsuit. The lawsuit was brought by the Federal Retirement Thrift Investment Board against AMS in July 2001 for not delivering systems on time and on budget.

London Bridge's Recovery Management System (RMS) and Raytheon's Debt Management System (DMS) were the two software products evaluated through the detailed COTS selection process.